| | Vendor | Description | Location | Optimizely Products using Sub-processors | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Optimizely Content Management System | Optimizely Customized Commerce | Optimizely Search & Navigation | Optimizely Community API | Optimizely Configured Commerce | Optimizely Data Platform | Optimizely Connect Platform | Optimizely Journey Orchestration | Optimizely Content Recommendations | Optimizely Product Recommendations | Optimizely Experimentation Services (all US based) | Optimizely Email Campaigns | Optimizely Content Marketing Platform |
| **Customer Data Sub-processors - Optimizely as the Sub-processor** | Amazon Web Services Inc. * | Cloud Service Provider | Dependent on Customer Selection | | | Y | | Y | Y | Y | Y | Y | | Y | | Y |
| | Bandwidth | SMS Delivery (US and Canada only) | United States | | | | | | | | Y | | | | | |
| | Bugsnag | Tracking for bug resolution | United States | | | | | | Y | Y | Y | | | | | |
| | CloudFlare Inc. | Content Delivery Network | Multiple | Y | Y | Y | | Y | | Y | | Y | Y | Y | | |
| | Datadog | Observability and Alerting | United States | | | Y | | Y | Y | Y | Y | Y | Y | Y | | Y |
| | Full Story | User Session Recording (US region customers only) | United States | | | | | | Y | | Y | | | | | |
| | Google Analytics | Website analytics and segmentation | United States | | | | | | | | | | | | | Y |
| | Google Cloud * | Cloud Service Provider | United States | | | | | | | | | | | Y | | Y |
| | Litmus | Email rendering testing across browsers | United States | | | | | | | | Y | | | | | |
| | Looker (a Google company) | Data modelling and visualization platform (a Google company) | Dependent on Customer Selection | | | | | Y | | | | | | Y | | |
| | MavenWave | Cloud Implementation Partner | United States | | | | | | | | | | | Y | | |
| | Microsoft Inc. Azure * | Cloud Service Provider | Dependent on Customer Selection | Y | Y | Y | Y | Y | | | | Y | Y | | | |
| | Mongo DB Atlas | Database | United States | | | Y | | | | | | | | | | Y |
| | Sinch Germany GmbH (previously SAP) | SMS Delivery | Dependent on Customer Selection | | | | | | | | | | | | Y | |
| | Snowflake | Database | Dependent on Customer Selection | | | | | | Y | | Y | | | Y | | |
| | Teliasonera | Cloud Delivery Network | Sweden | | | | | | | | | | | | | |
| | Twilio Send Grid | Cloud-based Email Services | United States | Y | Y | | | | | | Y | | | Y | | |
| | Upper Quadrant | Ecommerce integration connectors | United States | | | | | | Y | | | | | | | |
| | Virtua | Customer Support | United States | | | | | | Y | | | | | | | |
| | Vodafone Global Enterprise Limited | SMS Delivery | Dependent on Customer Selection | | | | | | | | | | | | Y | |
| | * Third-party Infrastracture | | | | | | | | | | | | | | | |
| **Customer Data Sub-processors - Optimizely as the Data Controller** | 6sense | Customer account engagement | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Aha Inc | Client user feedback | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Atlassian | Internal ticketing for customer support and SLA notification | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Catalyst | Customer Support | - | | | | | | | | | | | | | Y |
| | Chargebee | Subscription management | - | | | | | | | | | | | | | |
| | Codox | Real time collaborative editing | - | | | | | | | | | | | | | Y |
| | Drift | Onsite chatbot and customer service | - | | | | | | | | | | | Y | | |
| | Filestack | File upload from cloud storage providers | - | | | | | | | | | | | | | Y |
| | Gainsight (CS Product) | Customer engagement management | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Gainsight (PX Product) | Product analytics and engagement | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Google Analytics | Website analytics and segmentation | - | | | | | | | | | | | | | Y |
| | Heroku (a Salesforce company) | Hosts Optimizely's program management functionality | - | | | | | | | | | | | Y | | |
| | Launch Darkly | Tracks users and deploys new features | - | | | | | | Y | Y | Y | | | | | |
| | Litmos | e-Learning Platform | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Looker (a Google company) | Data modelling and visualization platform (a Google company) | - | | | | | Y | | | | | | Y | | |
| | Mailchimp | User notifications | - | | | | | | | | | | | Y | | |
| | Marketo (an Adobe company) | Website forms, tracking and marketing automation | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | NetSuite | Financial systems | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | New Relic | Service level and Front End performance monitoring | - | | | | | | | | | | | Y | | Y |
| | Okta | SSO and user authentication | - | | | | | | | | | | | Y | | |
| | OneTrust | Cookie management | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Pendo | Product analytics | - | | | | | | | | | | | | | Y |
| | Pusher | Browser notifications | - | | | | | | | | | | | | | Y |
| | Salesforce | Customer relationship management system | - | Y | Y | Y | Y | Y | Y | Y | | Y | Y | Y | | |
| | Segment.io, Inc. | Event tracking for service improvement and support | - | | | | | | | | | | | Y | | Y |
| | Slack | Messaging platform for internal notifications | - | | | | | | | | | Y | | Y | | Y |
| | Zendesk | Cloud-based Customer Support Services | - | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | | | | | | | | | | | | | | | | |
| **Optimizely / Episerver Affiliate** | Episerver AB | Subsidary | Sweden | Y | Y | Y | Y | Y | | | | Y | Y | | | |
| | Episerver Inc. | Subsidary | United States | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | |
| | Episerver GmbH | Subsidary | Germany | | | Y | | Y | | | | | | | Y | |
| | Episerver UK Ltd. | Subsidary | United Kingdom | | | Y | | Y | | | | Y | | | | |
| | Episerver Pty. Ltd. | Subsidary | Australia | Y | Y | Y | Y | Y | | | | Y | | | | |
| | Episerver Research and Development Ltd. | Subsidary | Vietnam | Y | Y | Y | Y | Y | | | | | | | | |
| | Episerver Denmark Aps | Subsidary | Denmark | | | | | Y | | | | | | | | |
| | Episerver Finland OY | Subsidary | Finland | | | Y | | Y | | | | | | | | |
| | Episerver Benelux BV | Subsidary | The Netherlands | | | Y | | Y | | | | | | | | |
| | Optimizely Inc. | Subsidary | United States | | | | | | | | | | | Y | | |
| | NewsCred Inc. | Subsidary | United States | | | | | | | | | | | | | Y |
| | Zaius Inc. | Subsidary | United States | | | | | | Y | Y | Y | | | | | |